

Project Homeless Connect

JUNE 3rd Outreach Day

CLIENT SUPPORT and TRIAGE VOLUNTEERS

We are looking for individuals to be **CLIENT SUPPORT LEADS** in certain key areas on the next Project Homeless Connect outreach day – Friday, June 3rd.

Leads will help coordinate the volunteers in Key Areas. The tasks we need include:

- Making sure key areas are covered.
- Passing instructions along to the team of volunteers in your area.
- Coordinating with you group bathroom and food breaks so the area is covered.
- In some cases, coordinating with Service Site leads regarding their needs.
- Reporting to Scott Walton if you need more people (or if you have extra people).
- Reporting in if there are problems or other issues that need attention.

If you are willing to take on this role (I'm hoping for a couple of leads in each area), please email me directly and identify the area that interests you, if any. You need to be available the entire day to assist with this.

Scott.Walton@sfgov.org

The Key Areas where Leads are needed:

FRONT HALLWAY/ENTRY & EXIT DOORS: This is the main entrance to Bill Graham and the hallway. Doors need to be staffed throughout the day.

ENTRANCE TO TRIAGE: Sheila Kerr, one of our Triage Leads will be here to assist. This helps coordinate the volunteers that give numbers to every new client and escort them to an open Triage Worker. If there is a wait, there needs to be volunteer assignments that call the number of the person next served.

TRIAGE TO SERVICE AREA: Coordination of the group of volunteers who “pick up” clients when Triage is finished and escort them to the Service Area and the first site they need. Also, these leads make sure than anyone in one of our wheelchairs has an escort that will stay with the chair.

MEDICAL SERVICE AREA: These leads help coordinate the Client Support volunteers who greet and assist in the Medical Area. The Medical Leads will have additional instruction.

SSI – Social Security Income – ADVOCACY AREA: These leads help coordinate the Client Support volunteers who greet and assist in this area. The SSI Advocacy Leads will have additional instruction and may want help in keeping clients in order as to who is served next.

HOUSING INFORMATION AREA: These leads will help coordinate the Client Support volunteers who greet and assist in this area. They will also keep Greeters informed of the information to provide arriving clients about the actual services available in this area.

OTHERS: Over the next couple of weeks, I expect to identify a few other areas where I'll need leads that day. So let Scott know if you are interested and flexible with assignments.